

## CIVIL RIGHTS TRAINING REQUIREMENTS

Civil Rights training attendance is required for people in all levels of administration of the WIC program. State agencies are responsible for training local agencies. Local agencies are responsible for training their staff. Training must include but is not limited to the following nine components:

1. Collection and use of data,
2. Effective public notification systems,
3. Complaint procedures,
4. Compliance review techniques,
5. Resolution of noncompliance,
6. Requirements for reasonable accommodation of persons with disabilities,
7. Requirements for language assistance,
8. Conflict resolution, and
9. Customer service.

For more information, refer to Civil Rights [Instruction 113-1](#) on the Food and Nutrition Service [website](#) and California Code of Regulations **22 CCR § 40693**, or contact Rita Whitmore at [Rita.whitmore@cdph.ca.gov](mailto:Rita.whitmore@cdph.ca.gov) or (916) 928-8543.